



Role Description

Title:	Employee Engagement Officer	Location:	Toowoomba Catholic Schools Office
Reports to:	Manager: Employee Services	Classification:	Administration Officer Level 5
Directorate:	People and Engagement Services	Tenure:	Full time, Fixed term

1.0 Purpose

The Employee Engagement Officer is responsible for delivering proactive support and advice in relation to end-to-end recruitment, on-boarding and ongoing support of employees. Employee Engagement Officers work as a complementary team within Employee Services and hold key areas of distinct functional responsibility to ensure the delivery of high-quality services.

2.0 Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- relevant tertiary qualification in Human Resources or a related field or a minimum of 3 years' experience in a similar role
- demonstrated experience working with the Microsoft suite of products and be technologically proficient
- advanced interpersonal and excellent communication skills with strong customer service focus
- strong attention to detail across all areas of human resources in a high-volume, fast-paced environment
- ability to work effectively both within a team and autonomously and contribute to a positive team environment
- demonstrated ability to meet deadlines and manage competing priorities
- problem solving and decision-making skills
- understanding of and ability to interpret employment and industrial legislation and award instruments with regard to employment contracts, pay rate, leave entitlements and other employment conditions

3.0 Key result areas

- 3.1 Lead the end to end recruitment and engagement process for employees within Toowoomba Catholic Schools, including high level consultation and liaison with all stakeholders
- 3.2 provide quality advice and support to stakeholders regarding all aspects of recruitment, selection and engagement of employees
- 3.3 Coordinate and support all aspects of the recruitment, selection and engagement process for employees in accordance with current legislative, policy and procedure requirements
- 3.4 assist with industrial relations matters, including classification of employees, and provide routine industrial advice in relation to the interpretation of awards and enterprise agreements in consultation with key advisors

- 3.5 contribute to the development of recruitment policies procedures and practices in relation to the attraction and retention of expert, professional employees
- 3.6 Ensure a consistent approach to recruitment, selection and engagement of employees through ongoing information sharing and skill development across team members
- 3.7 completes other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4.0 Statement of responsibility

- 4.1 While at work the role holder must
 - 4.1.1 take reasonable care for his or her own health and safety
 - 4.1.2 take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
 - 4.1.3 comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
 - 4.1.4 cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

7.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties statement

Employee Engagement Officer

Please note: this statement links to the key result areas in the Role Description

3.1 Lead the end to end recruitment and engagement process for employees within Toowoomba Catholic Schools, including high level consultation and liaison with all stakeholders

- 3.1.1 ensure all required employee documentation is received, completed appropriately and signed by the authorised individuals
- 3.1.2 provide recruitment support to school education leaders (SELs), principals, the school leadership team and principal assistants by responding to enquiries promptly
- 3.1.3 update the payroll system and advise the pay office of any urgent position changes, including late resignations to ensure over payments do not occur
- 3.1.4 ensure resignations, statements of service, appointment documentation for incumbents are received and processed prior to processing new Notices of Appointment (NOA) / VOAs
- 3.1.5 complete administrative tasks relating to Employee Services activities including electronic filing of employee documentation

3.2 provide quality advice and support to stakeholders regarding all aspects of recruitment, selection and engagement of employees

- 3.2.1 assist school leaders in identifying vacancies and provide support in the advertising and recruitment process, ensuring timeliness of process and delivery of quality applicants
- 3.2.2 coordinate and process advertising processes for vacant positions
- 3.2.3 ensure that all notification and compliance processes associated with the staffing workbooks are implemented
- 3.2.4 liaise with Professional Standards for an employment check for new employees or employees who have had a break in service of more than 6 months
- 3.2.5 generate Notices of Appointment (NOA); process and issue Variations of Appointment (VOAs)
- 3.2.6 prepare and issue new starter and payroll forms to employees
- 3.2.7 liaise with all relevant stakeholders, including Information Services (IS) and Professional Standards to initiate the Identity Management, mandatory training and code of conduct online training
- 3.2.8 Coordinate the employee engagement process, including provision of all contract and supporting documentation to the pay office for processing

3.3 coordinate and support all aspects of the recruitment, selection and engagement process for employees in accordance with current legislative, policy and procedure requirements

- 3.3.1 ensure that all recruitment and appointment processes are implemented in accordance with TCS procedures
- 3.3.2 coordinate all termination processes, including resignations, and liaise with the pay office to ensure the correct payment of entitlements
- 3.3.3 generate Acknowledgement of Resignation letters and coordinate communication with employees in relation to resignation
- 3.3.4 coordinate exit survey distribution to employee and key supervisors and directors
- 3.3.5 provide analysis of exit interview data for workforce planning activities
- 3.3.6 lodge *Termination Forms* to advise IS so that they can disconnect the employee from emails and information systems
- 3.3.7 manage all communication processes with in TCS regarding resignations
- 3.3.8 process Statement of Service for all terminated employees

3.4 assist with industrial relations matters, including classification of employees, and provide routine industrial advice in relation to the interpretation of awards and enterprise agreements in consultation with key advisors

- 3.4.1 conduct role classification and role evaluation processes in accordance with HR procedures
- 3.4.2 provide advice and information in relation to the interpretation and implementation of relevant enterprise agreements and/or awards
- 3.4.3 develop role descriptions in accordance with TCS procedure
- 3.4.4 ensure knowledge of enterprise bargaining agreements is maintained and updated as new enterprise agreements are implemented

3.5 contribute to the development of recruitment policies, attraction and retention of expert, professional employees in each school

- 3.5.1 provide advice based on experience and knowledge of legislation, policies, guidelines and emerging issues and trends
- 3.5.2 process relief teacher and general expression of interest applications
- 3.5.3 post advertisements for positions vacant onto the TCS website and external advertising products including SEEK;
- 3.5.4 create advertisements for printed media in local or state newspapers as required
- 3.5.5 apply procedures and business rules ensuring alignment to current government policy, process and legislation and best practice recruitment industry approaches

3.6 train new and existing staff in all key result areas of the Employee Engagement Officer position to provide ongoing support and relief in peak periods

- 3.6.1 develop and deliver high quality training to new and existing staff in relation to the duties of the Employee Engagement officer
- 3.6.2 provide training and information to relevant school-based staff in relation to recruitment and human resource processes and procedures

3.7 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- 3.7.1 duties may include the completion of project work that presents itself during the course of the operational and strategic review of the actions associated with the Human Resources Strategy, TCS Strategic Plan or other directorate strategies. Specific areas of responsibility that may be assigned to an Employee Engagement Officer are listed as follows:
- 3.7.2 lead all processes associated with recruitment of senior positions, including
 - 3.7.2.1 establishing recruitment strategy in consultation with relevant senior leaders
 - 3.7.2.2 developing contemporary interview and recruitment processes
 - 3.7.2.3 provide direct support during interview processes
- 3.7.3 manage relationships with advertising and recruitment agencies
 - 3.7.3.1 develop and maintain service agreements with recruitment and advertising agencies
 - 3.7.3.2 manage budgetary requirements associated with recruitment processes
- 3.7.4 lead all processes associated with the Supported relocation procedure
 - 3.7.4.1 completing and processing all forms and documentation
 - 3.7.4.2 initiating quotes by submitting an online form to the relocation service provider (SIRVA)
 - 3.7.4.3 managing the quotation and confirmation process with SIRVA, taking into account price, uplift date, delivery date and cubic metres moved matching as closely as possible to the employee's request
 - 3.7.4.4 coordinating all processes with other directorates, including Finance and Facilities, in processing the relocation and purchasing services
 - 3.7.4.5 managing any issues that may arise in the relocation process, including communication with the relocation service provider, removalist, employee, principal or finance

- 3.7.5 lead all processes associated with staff intentions and rural and remote relocation processes, including
 - 3.7.5.1 Ensuring that all procedures and associated documentation relating to staff intentions and rural and remote relocations are up to date
 - 3.7.5.2 developing and coordinating staff intention processes in accordance with the staffing timeline
 - 3.7.5.3 liaising with employees in relation to intentions and relocations
 - 3.7.5.4 completing and managing correspondence and other documentation as required